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PATENT  
00EC037/78111

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Fischer et al.

Title: Providing Customer Data to an  
Automatic Call Distribution System  
Agent

Serial No.: 09/499,817

Filed: 8 February 2000

Primary Examiner: Bing Q. Bui

Art Unit: 2642

I hereby certify that this paper is being  
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## REPLY TO FINAL OFFICE ACTION

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Dear Sir or Madam:

This reply is submitted to the Final Office Action mailed 16 June 2005. This reply  
hereby authorizes the charge of any deficiency in fees in connection with the captioned  
application to Deposit Account 23-0920.